

FIRST IMPRESSIONS

Quality Customer Service



Providing quality customer service is key in establishing powerful, positive first impressions which enhance the services offered by our agencies. Employees involved in reception, telecommunications, or public relations will learn tips and techniques to improve their business etiquette and communication skills. During this three-hour session, we will apply tact and diplomacy to quality customer service techniques including:

- Relaying clear messages
- Accepting and screening calls
- Transferring calls
- Handling distressed customers

Reserve your place for this workshop by contacting your training coordinator or faxing your registration form to:

Central Management Services
Agency Training Section
FAX # (217) 558-0048

Please note! Registration closes seven calendar days prior to each class. Because seating is limited, register early. Classes with less than ten registrants will be canceled.

**Visit our website at
www.state.il.us/cms/2_servicese_edu/
and click on the “Course Schedule”
link for current class dates, times,
and locations.**

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